

Installation Troubleshooting Guide

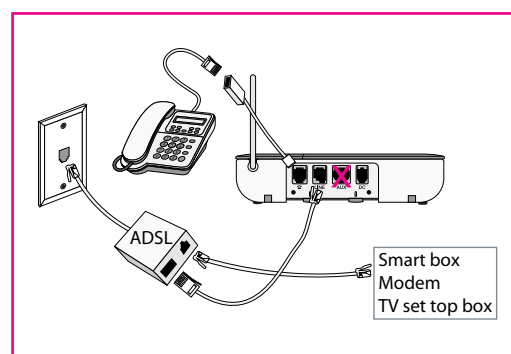
Please refer to our 'Quick set-up guide' in the first instance for details on how to install the Tunstall Home system.

If you have difficulty during this process, the following information may be helpful. You may contact us 24 hours a day, 7 days a week with on 0330 123 3303 if you require further help with installation. (Please note, standard opening times for any other queries are Monday to Friday 9am to 5pm, excluding public holidays).

Frequently asked questions and answers:

Do I need broadband to have the Tunstall Home service?

No, broadband is not required, however if you do have broadband in your home you will need to ensure that you use the ADSL filter supplied by your broadband provider. This should be fitted as in the diagram to the left.



What if I have more than one phone, or an answer machine?

WARNING: If all extension telephones are not plugged into the back of the home unit, in the event of an alarm call being raised when a telephone extension is in use or off hook, the alarm call will not reach the monitoring centre. Our customer service team can provide further information, please call on 0330 123 3303.

If there is a fault on your telephone line this will also prevent the alarm call reaching the monitoring centre. It is your responsibility to ensure your telephone line is working and report any faults to your telephony provider.

As long as the home unit is connected to the first telephone point in the house with all other extensions wired into the unit subsequently, the system will work properly.

I have pressed the red button on the home unit to try to test it but it's not connecting to the monitoring centre.

Please check the following:

- If the property has broadband an ADSL filter has been fitted.
- The home unit is connected to the first telephone point in the house with all other extensions wired into the unit subsequently or there are no telephone handsets left off the hook in the property.
- The home unit is not placed near to objects that create heat, noise or interference e.g. televisions, microwaves, WiFi routers, mobile phones, routers etc.
- There is a dial tone on your telephone.

If you are still unable to connect to the monitoring centre please call us on **0330 123 3303**.

When I press the red button on my pendant it only works in the rooms closest to the home unit.

The pendant has a typical range of 50 metres, which means it will work throughout the house and garden in most homes. However, this range is dependent upon the size of the house and other factors such as wall thickness. We recommend that you test your pendant when you install the service to establish the level of coverage in your home.

The red light on my pendant keeps flashing when I press it.

This can indicate that the battery in the pendant is low. Your pendant should automatically have notified the monitoring centre that this is the case and they will contact you to arrange a replacement. If the monitoring centre hasn't contacted you and the light continues to flash, please press the red button on your pendant or home unit to discuss this with the operator.

There are lights flashing on the home unit.

Please see the chart below for a guide to the lights on the home unit:

Home/Away button (yellow)

This button is inactive

Status light (green/red)	Home unit status
Green light on	Normal mode
Red light flashing (every 4 seconds)	Low battery / alarm called raised
Red light flashing (every second)	Telephone line disconnected / alarm called raised
Red/Green flashing	Radio blocking detected

Alarm button (red)	Home unit status
Red light on	Normal mode
Flashing (every 4 seconds)	Normal mode running on battery
Flashing (every second)	Alarm call raised

If you would like this information in another language, or in Braille or large print please call us on **0330 123 3303**.

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*Calls to this number will cost no more than a national rate call to an 01 or 02 number. The rate you are charged will be dependent upon your call rate with your service provider.

